



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

PROTECTIVE SERVICES ASSISTANT

Class No. 004913

■ CLASSIFICATION PURPOSE

Under general supervision, to provide non-technical assistance and support services for professional staff in the Child Welfare Services and Adult Protective Services programs of the Health and Human Services Agency (HHSA); and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

The Protective Services Assistant class is found only in the Child Welfare Services and Adult Protective Services programs in the HHSA.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Transports clients under protective services to and from medical appointments, court hearings, and other appointments as necessary.
2. Notifies clients of court hearing dates.
3. Interviews or assists professional staff in interviewing clients and recording responses.
4. Observes and monitors visits between abused children and their parents or other relatives.
5. Observes the behavior of clients and provides brief verbal and/or written feedback to professional staff; may testify during court hearings regarding observed behavior of clients.
6. Reads and takes appropriate action on data recorded on laboratory slips, government forms, and other documents.
7. Reviews submitted forms for completeness or assists individuals in completing forms which may involve making mathematical computations.
8. Maintains contact and liaison with representatives of community organizations and employees of other county departments.
9. Assists clients in using wheelchairs and other orthopedic devices and in performing laboratory tests.
10. Assists clients in moving belongings to new homes or to storage.
11. Provides courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

Bilingual Option

Essential Functions:

1. Translates oral and written English communications into clients' native languages.
2. Records responses from clients in English or communicates clients' responses in English to other county staff.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- County customer service objectives and strategies.
- Telephone, office, and online etiquette.
- Basic arithmetic.
- Basic principles of human behavior.
- Interviewing principles and techniques.
- Policies, procedures, and forms of the County of San Diego, Health and Human Services Agency.

Skills and Abilities to:

- Use independent and appropriate judgment under minimal supervision to assess and intervene in situations that may become volatile and dangerous to clients and children.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Understand and follow written and verbal instructions, and road/street maps.
- Correctly and accurately observe actions, complete forms, compare names and numbers, and maintain records.
- Prioritize work assignments and tasks within strict time deadlines.
- Effectively communicate in writing in a clear, concise, simple, and understandable manner.
- Communicate effectively verbally with a variety of individuals representing diverse cultures and backgrounds and function calmly in stressful situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.
- Perform simple arithmetic calculations.
- Safely operate a County of San Diego vehicle to travel to locations in the field.

■ EDUCATION/EXPERIENCE

Education, training or experience, which clearly demonstrate possession of the knowledge, skills and abilities stated above. An example of qualifying education/experience is two (2) years of relevant work experience as a Social Services Aide with the County of San Diego; OR; two (2) years of relevant work experience demonstrating the knowledge, skills, and abilities described above.

Note:

The possession of an Associate of Arts or Sciences degree or higher can be used to substitute for the required work experience stated above.

Training Requirement – Polinsky and San Pasqual Assignments

Incumbents must successfully complete training on Preventing and Responding to Assaultive Behavior (PRAB) within the first 12 months of employment.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous: upward and downward flexion of the neck. Frequent: sitting, walking, standing, bending and twisting of waist, simple and power grasping, and lifting and carrying of case files or client belongings weighing up to 25 pounds, squatting, kneeling, reaching above and below the shoulders, and repetitive use of hands to obtain files, take notes, and operate computers, printers and copiers.

When Assigned to Polinsky Children's Center and San Pasqual Academy (In addition to above)

Frequent standing, walking, bending, stooping, and kneeling; and lifting and carrying small children ranging in ages from one to seven years who weigh up to 50 pounds. Mobility and strength to handle babies, restrain children up to 18 years of age, and intervene to resolve verbal and physical confrontations involving residents.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Certification/Registration

None required.

Working Conditions

The work environment primarily takes place in the field indoors and outdoors; some of the work takes place in an office environment and at the Polinsky Children Center and San Pasqual Academy. Incumbents are exposed to uncertain, unpredictable, and emotionally charged conditions when interacting with adults and children who are irrational, erratic, upset, hostile, combative, and violent. Work may occasionally involve interaction with adults and children who are mentally ill, homeless, or under the influence of alcohol or drugs. Incumbents are exposed to unpleasant and unsanitary sights, sounds, and odors. Incumbents may be subject to weekend work, standby and emergency call back.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on number, severity, and recency. Prior to appointment candidates offered employment in the Health and Human Services Agency (HHSA) are subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this classification shall serve a probationary period of six months (Civil Service Rule 4.2.5).

New: March 28, 1991
Reviewed: Spring 2003
Revised: June 1, 2004
Revised: March 31, 2006